

**Skype request**

**About this document**

This document is designed to take you through a practice-based scenario to help you reflect on what you might do if faced with a similar situation. It can be used to guide your thoughts and prompt discussion with your colleagues. Working through this document counts towards your continuing professional development (CPD). Your reflections on this document are not assessed and you do not have to send your responses to the RCSLT.

You can work through it on your own, with a colleague or supervisor, or in groups, eg as part of an RCSLT Hub or Clinical Excellence Network.

This document is broken into five parts:

1. **The scenario:** for you to read
2. **The issues to consider:** for you to gather your thoughts on practice issues relating to this scenario
3. **Next steps:** for you to plan out what you would need to do next
4. **Prompts for consideration:** RCSLT prompts for further consideration
5. **Sources of further information:** links to CQ Live themes
6. **Update your CPD diary:** for you to do
7. **The scenario**

A parent is having difficulty getting to appointments. As she uses Skype to call her family, she has requested your Skype address so she can contact you this way instead of coming to clinic.



**What do you do in this scenario?**

1. **The issues to consider**

**What do you need to consider?**

Think about the above scenario and its implications and jot down your notes about issues you may need to consider. Please feel free to use extra sheets of paper if you need. Or, if you are in a group, you may like to record on a whiteboard or flipchart.

1. **Next steps**

**What steps do you think you need to take next?**

1. **Prompts for consideration**

It is recommended that you think about the following prompt questions and formulate a considered strategy to deal with the problem.

Remember that if you are faced with a similar situation you will need to think about it in relation to the frameworks within which you work, such as the Health and Care Professions Council (HCPC) Standards, RCSLT professional guidance and resources, local and national policies and also policies of your employer (or your own policies if practising independently). Communicating Quality Live ([www.rcslt.org/cq\_live](http://www.rcslt.org/cq_live)) and the list of prompts that follow, will help with your thinking.

Please note that this list is not exhaustive and does not constitute legal advice.

**Prompt questions to consider**

1. Is there local or employer guidance around this issue?
2. Are you working within your job description?
3. What are the risks?
4. Have you documented the risks?
5. Are there safeguarding issues?
6. Is there a need to report concerns for missed appointments?
7. Are there issues around information governance?
8. Does it fit in with IT guidelines?
9. Will you need support with information technology?
10. Do you have adequate hardware?
11. Are you able to download software or do you need permission?
12. Are there clear benefits to the client?
13. Consider boundary issues, ie, do you want the parent to have your personal Skype account?
14. Can you set up a departmental Skype account?

**Possible next steps**

1. Report the situation to your line manager or supervisor or, if you are working independently, speak to other professionals in your networks to get their opinion.
2. Research policies/guidelines on personal involvement in public issues.
3. If you are employed, seek out your employer’s guidelines.
4. If you are independently employed, consider writing a telehealth or videoconferencing policy if you do not already have one.
5. **Sources of further information**

**Communicating Quality Live (**[**http://www.rcslt.org/cq\_live**](http://www.rcslt.org/cq_live)**)**

The following areas of professional practice within CQ Live are particularly relevant:

2 - Communicate appropriately and effectively <http://www.rcslt.org/cq_live/communication/communicate_appropriately_and_effectively>

6 - Manage risk

<http://www.rcslt.org/cq_live/manage_risk/manage_risk>

Information governance

<http://www.rcslt.org/cq_live/resources_a_z/info_gov>

Communication technologies

1. **Update your CPD diary**

Working through this scenario counts towards your continuing professional development (CPD). Once you have completed this scenario, please record this learning and your reflections in your CPD diary.